

MEETING SUMMARY

Following is a summary of the issues discussed at the PermitStat meeting on August 11, 2016. Analysis provided by the Office of Performance and Data Analytics.

REVOCABLE STREET PRIVILEGE INNOVATION LAB

- **Revocable Street Privilege Update**

Start date		04/01/2016		Timeline for Implementation												
Priority	Task #	Task Name	Process Owner	Current Status	1-May-16	1-Jun-16	1-Jul-16	1-Aug-16	1-Sep-16	1-Oct-16	1-Nov-16	1-Dec-16	1-Jan-17	1-Feb-17	1-Mar-17	1-Apr-17
iLab Blitz Actions	1	Generate Application Examples (ADA Compliant)	Long													
	2	Create "Acceptable ROW Standards" Policy Recommendation	Pettit	Done			X									
	3	Application Checklist	Pettit	Done		X										
	4	Customer Education Regarding New RSP Process (NBD / CC)	Denise	Not yet started, pending resolution of checklist												
	5	Administration / CC buy-in to new process	Moore	Initiate after completion of Checklist				X								
	6	Create Central Information Point (City Website)	Pettit	Done				X								
	7	Eliminate Conditional Approval	Law	Pending					X							
	8	CPD Review/Comment Process Efficiency	Anderson / Simpson	Discussing with PD personel			X									
	9	Develop RSP SOP Process/Manual	Denise	Started, pending revisions					X							
	10	Database Coordination (Share Drive / CAGIS)	Denise/Morgan	Done		X										
iLab Milestones	1	Collecting Fees (Online?)	DOT / Law / Finance / ETS	Non-existent enforcement, pending review and application of CMC					X							
	2	Update Fee Structure	DOT / Law	Pending discussion and decisions									X			
	3	Need Funding Resources for Appropriate Enforcement	DOT	Enforcement is minimal, need clarification of efficiencies created by ilab									X			
	4	Clarify / Modify CMC	Travis	Need discussion and determination with DOT/Law and approval from CC									X			
	5	Developing interface to attach Contracts to CAGIS	Denise/Raj	In process			X									
	6	Approve Policy Updates	Moore	Pending creation of policy recommendations by staff					X							
	7															
	8															
	9															
	10															
iLab Quick Hits Actions	1	Confirm CM signature Requirement	Denise	Done		X										
	2	Define Central Contact Person	Denise	Done		X										
	3															
	4															
	5															
	6															
	7															
	8															
	9															
	10															

• **Performance Metrics and Implementation Plan.**

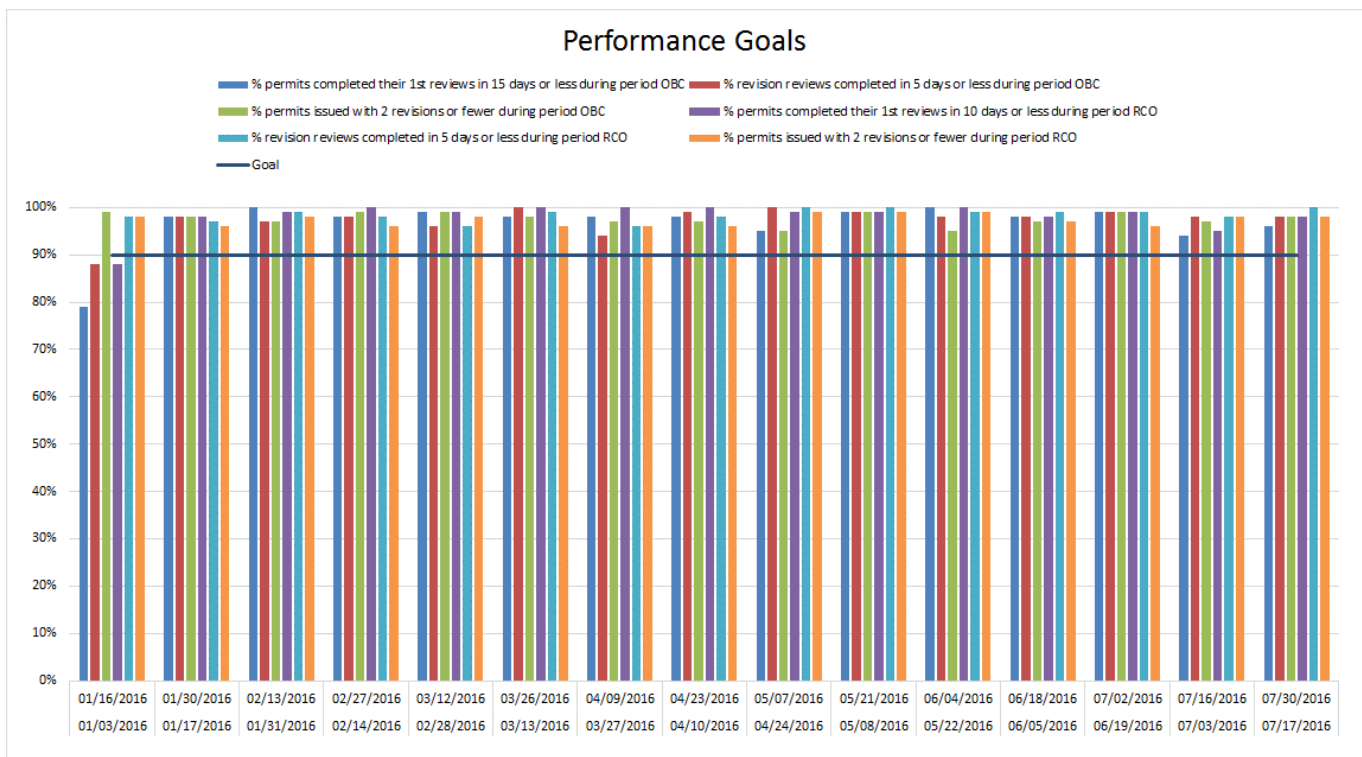
PERFORMANCE MONITORING

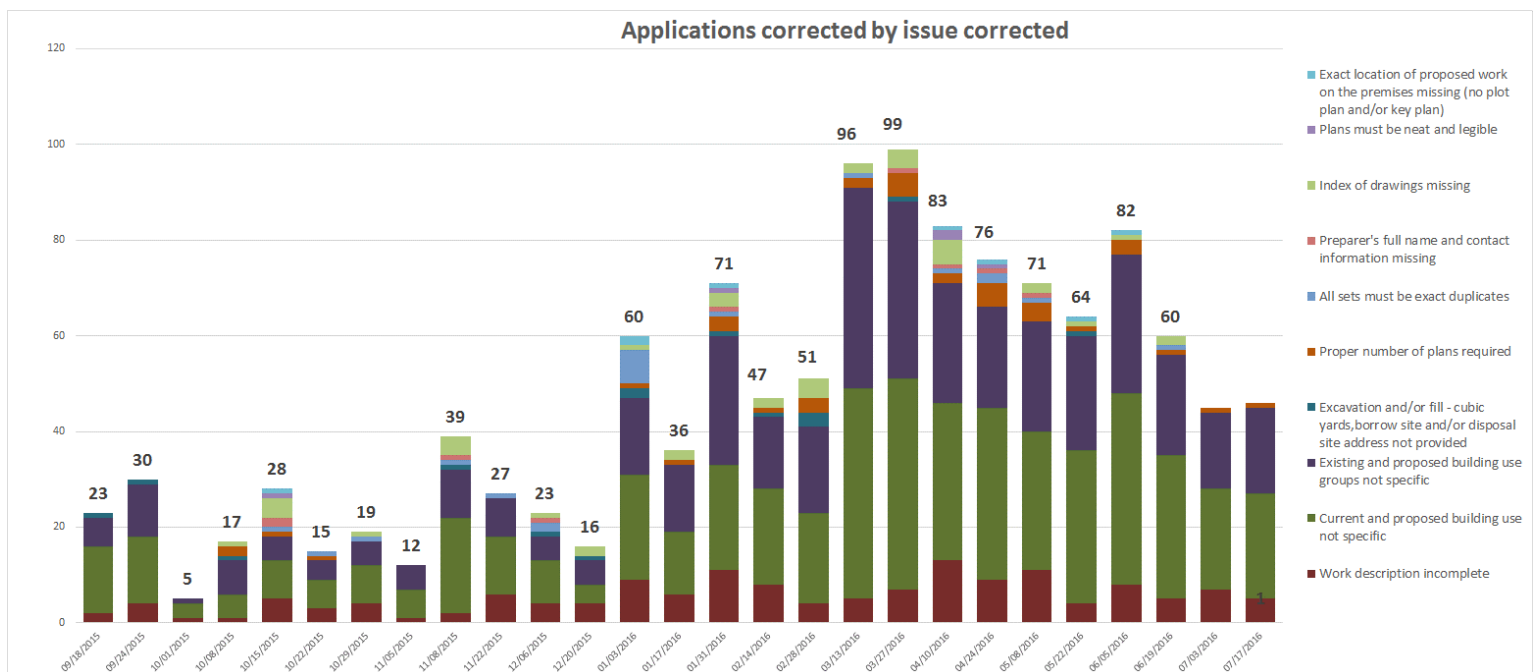
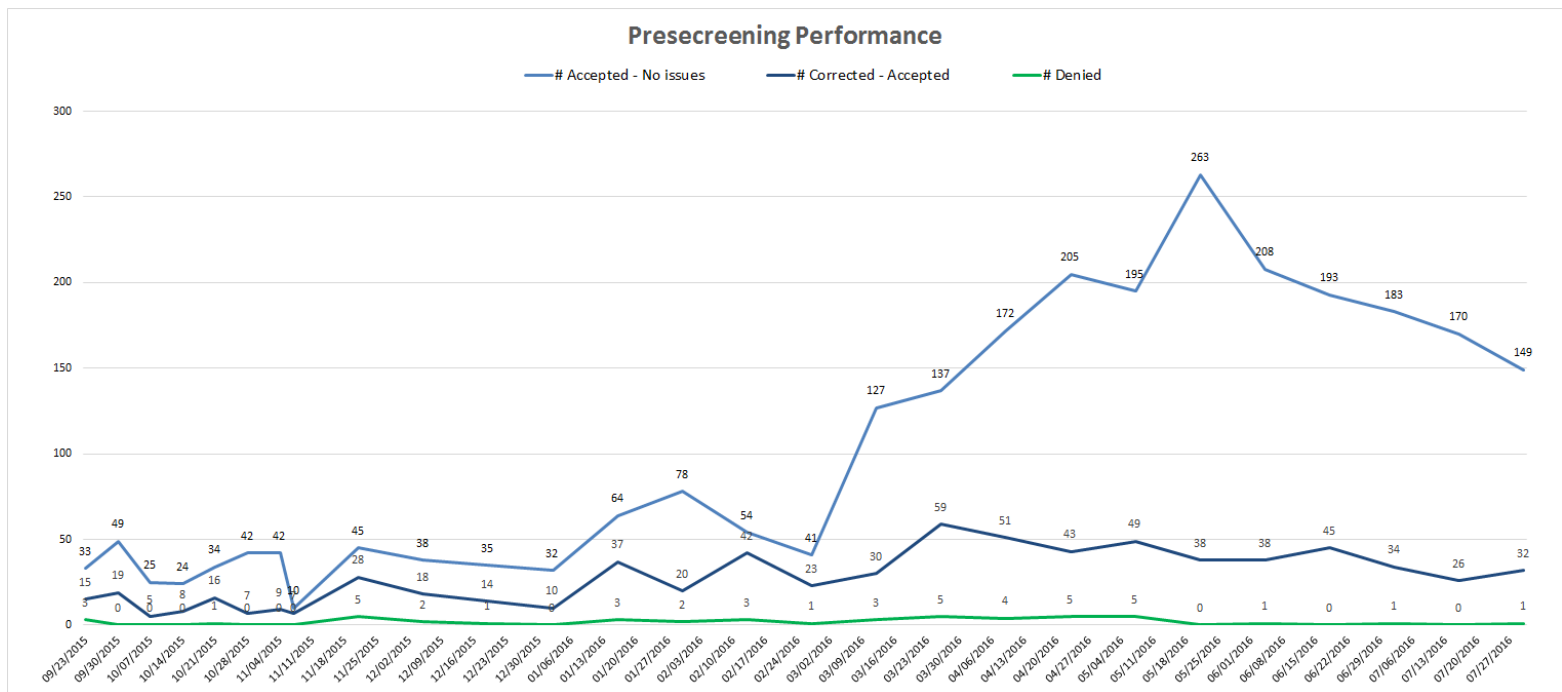
	Revocable Street Privilege Process Metrics	Current State Baseline (average per month)	Future State Estimate (average per month)	June	July
Process Performance Metrics					
# applications received		10	10	9	10
# signed contracts		4	8	5	5
# signed contracts / # applications x 100%		40%	80%	56%	50%
# conditional approval		8	0	6	10
# applications rejected		1	1	2	1
# pending applications - with City		1	0	2	2
# pending applications - with customer		2	0	3	3
Avg days from application to signed contract		153	45	126	132
Avg days from application to either conditional approval or rejection		39	25	33	33
Avg days in pending status - With City		30	20	69	69
Avg days in pending status - With customer		65	15	32	33
Process Design Improvements					
Average # of re-work loops per month				4	6
# decision points		8	6	8	8
# in-house databases used		2	0	2	2

0

2015 Jan 2015 Feb 2015 Mar 2015 Apr 2015 May 2015 Jun 2015 Jul 2015 Aug 2015 Sep 2015 Oct 2015 Nov 2015 Dec 2016 Jan 2016 Feb 2016 Mar 2016 Apr 2016 May 2016 Jun 2016 Jul

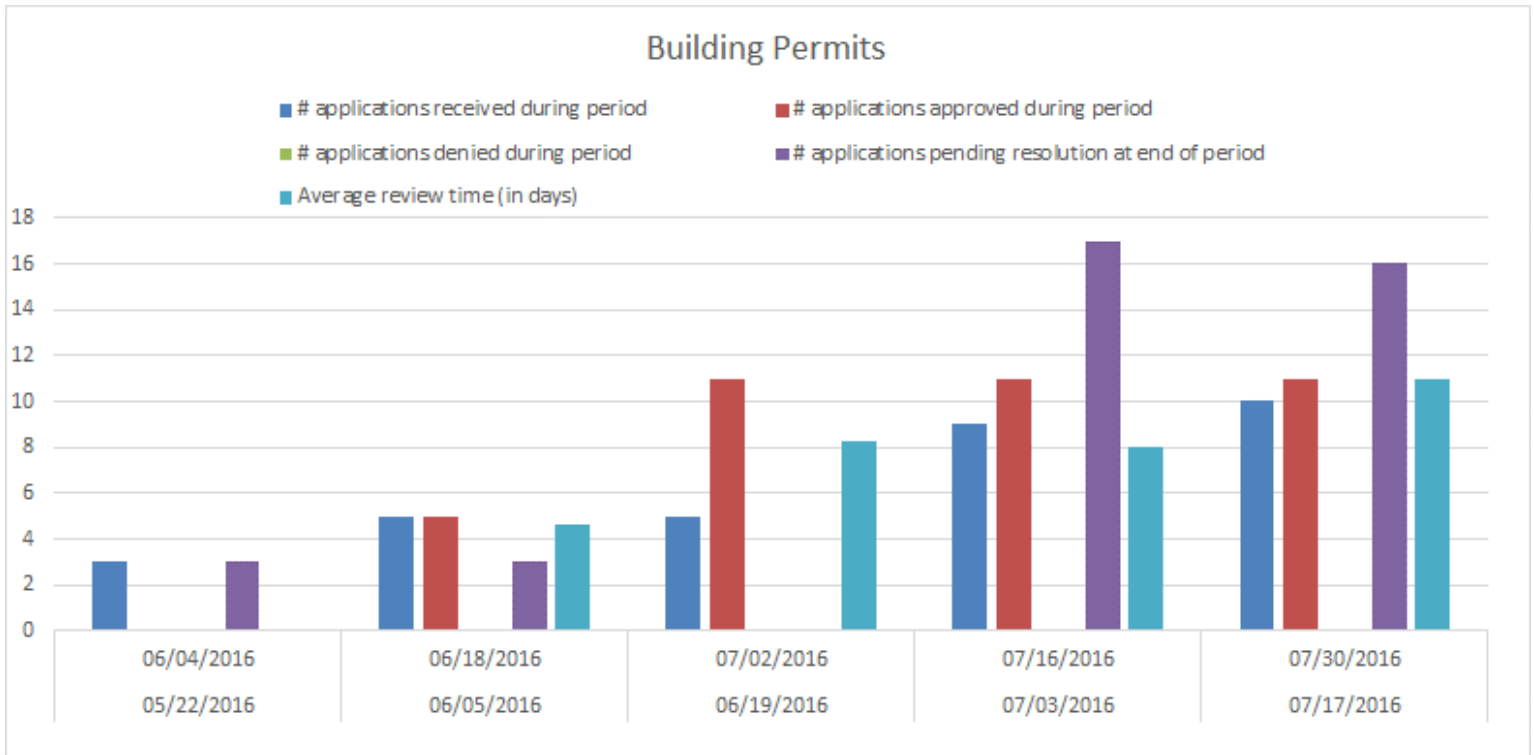
• **Performance Monitoring B&I.**

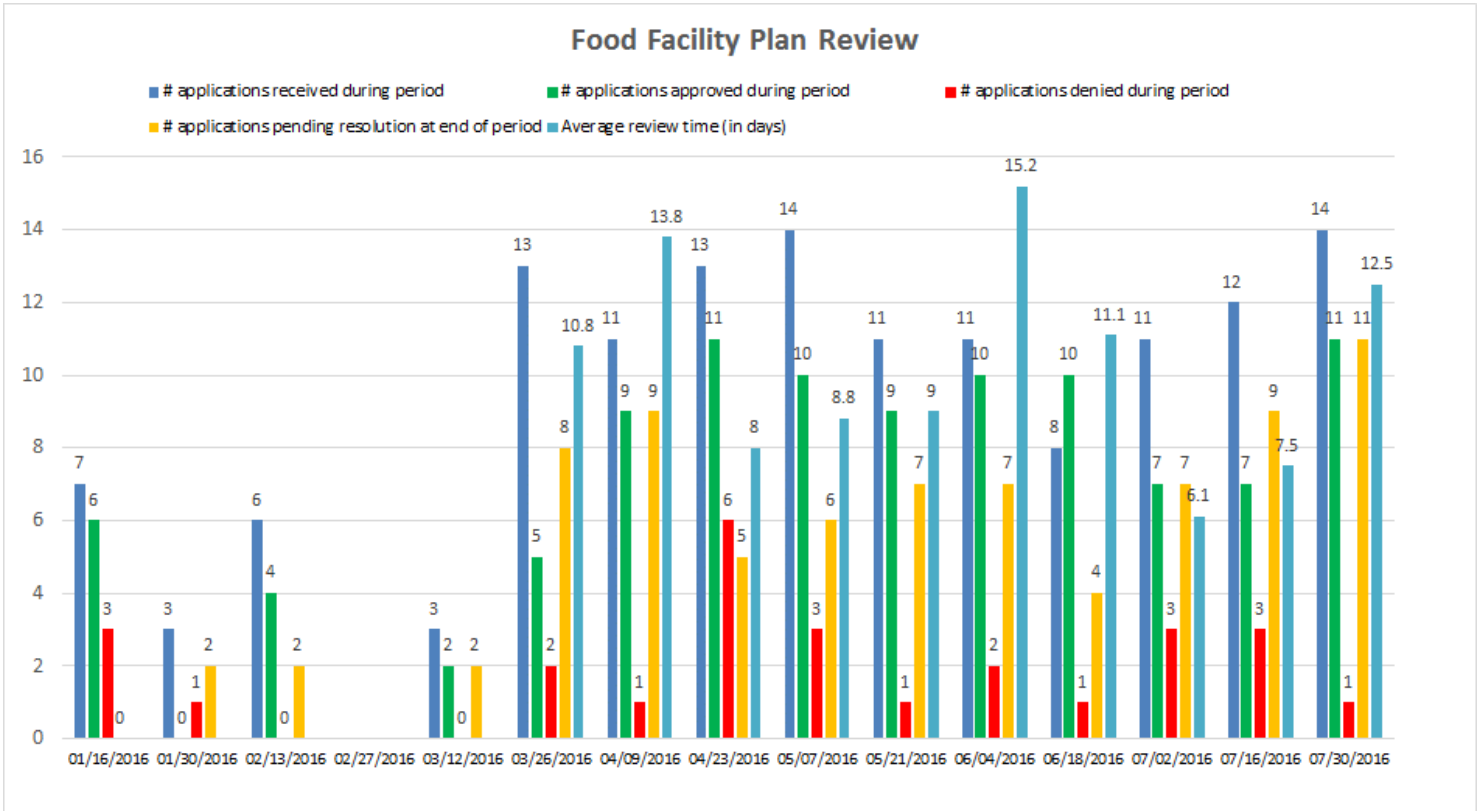




- **Performance Support Departments.**

Health

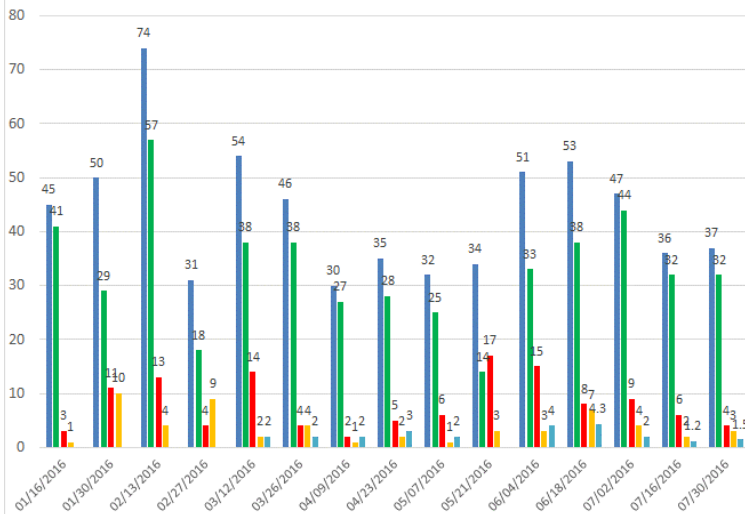




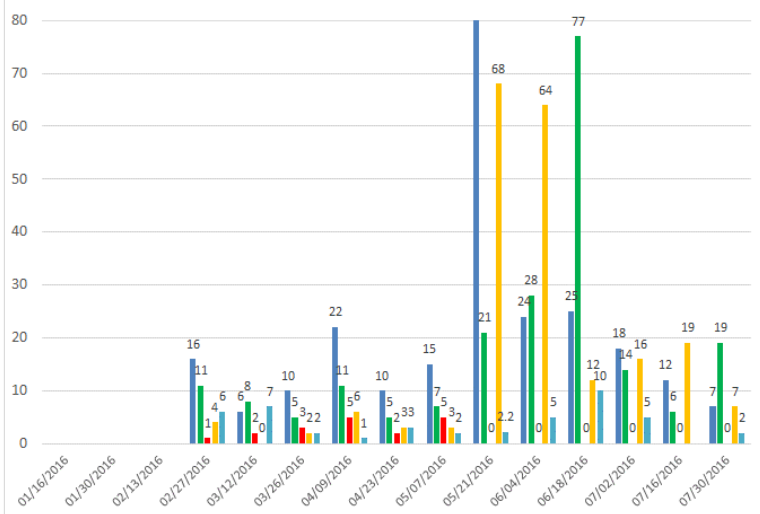
NOTE

■ # applications received during period ■ # applications approved during period ■ # applications denied during period ■ # applications pending resolution at end of period ■ Average review time (in days)

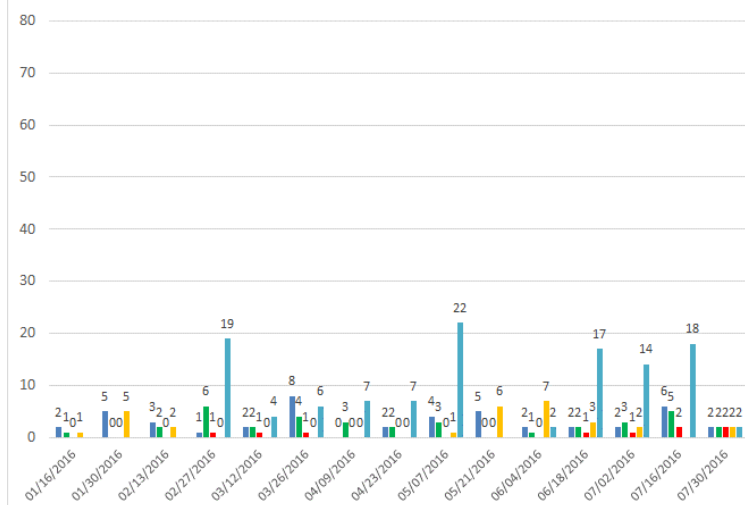
Building Permits



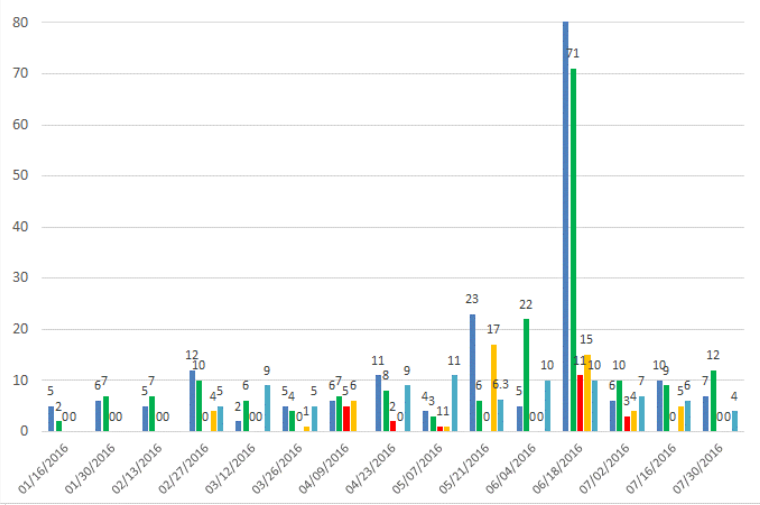
Wrecking Permits Routed to DOTE



Revocable Street Privilege Permits



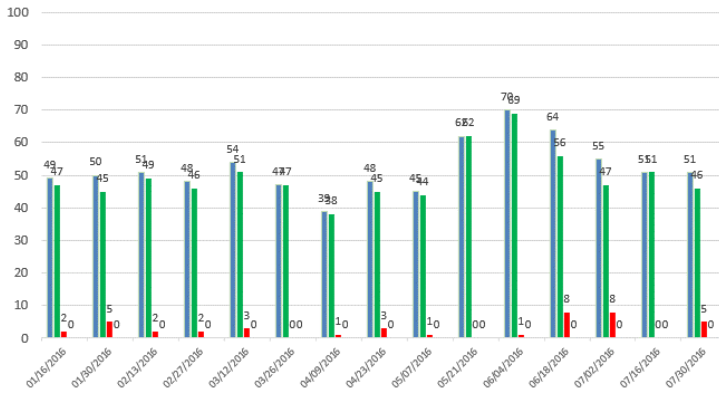
Barricade Permits



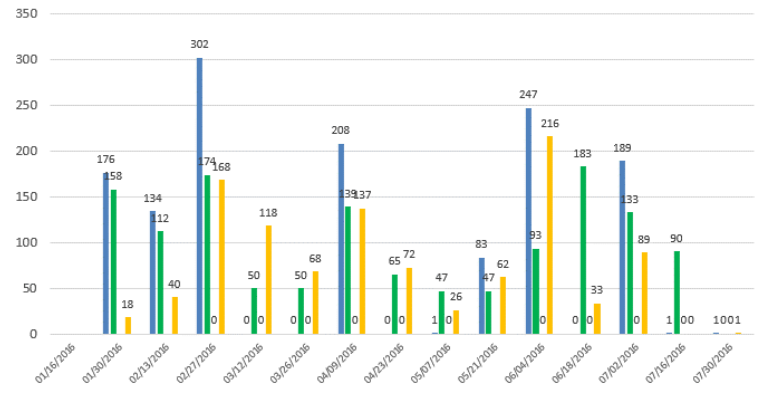
FIRE

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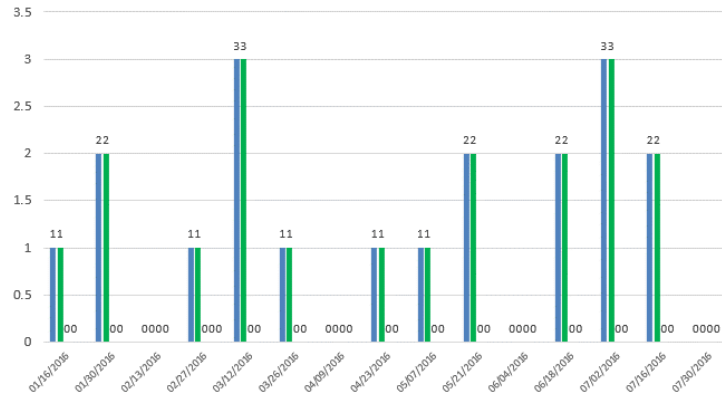
Building Permits



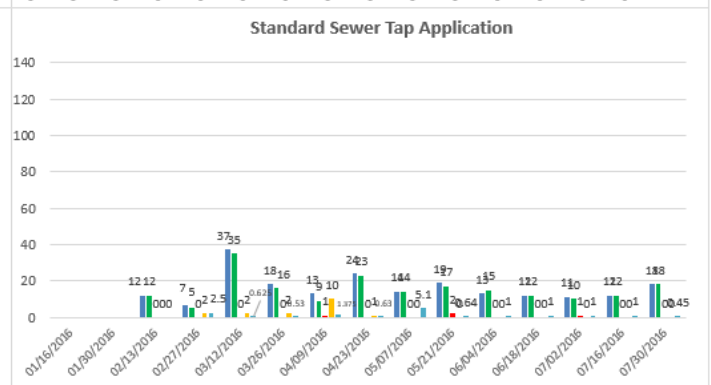
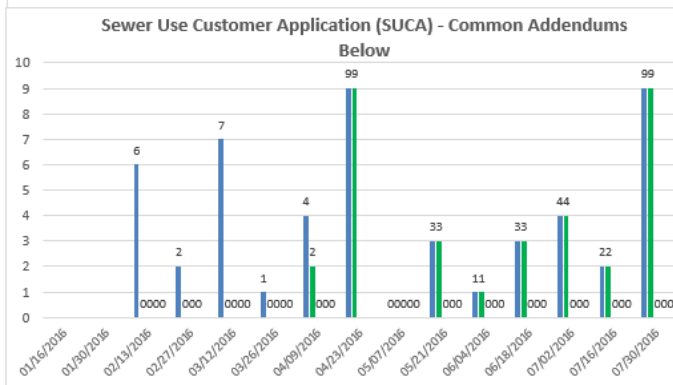
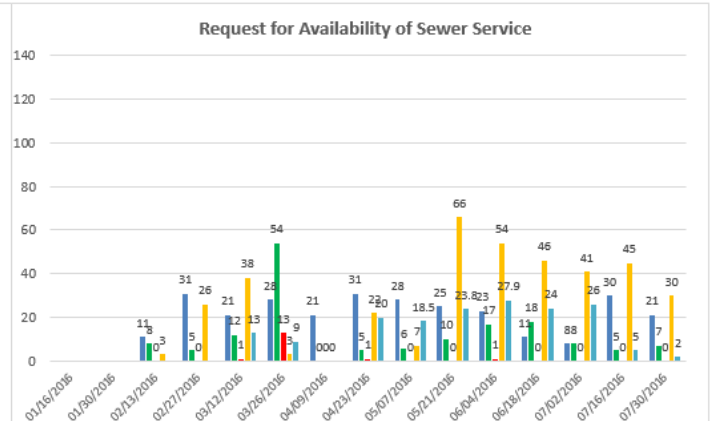
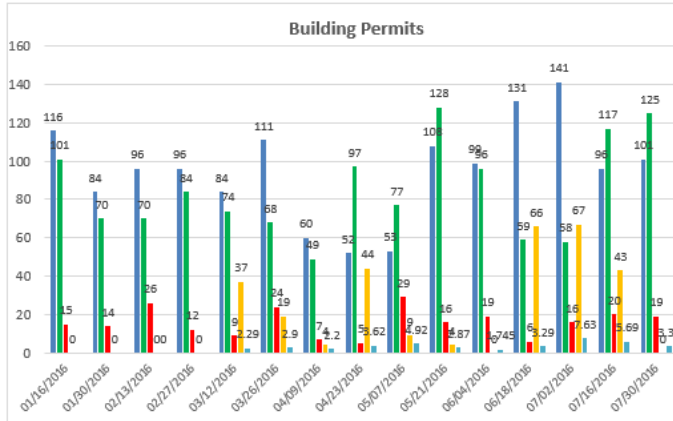
Operational Permits



Underground & Above Ground Storage Permits

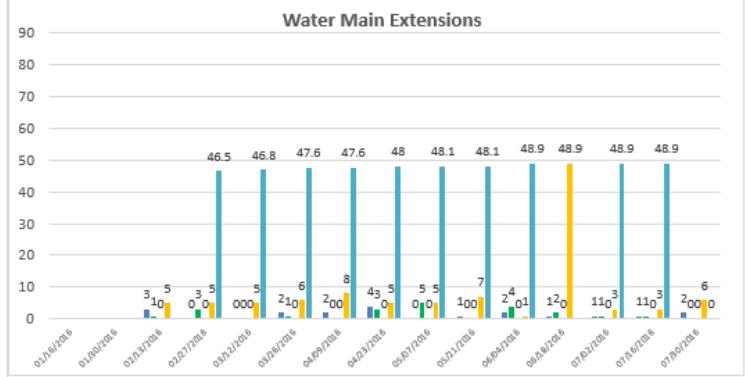
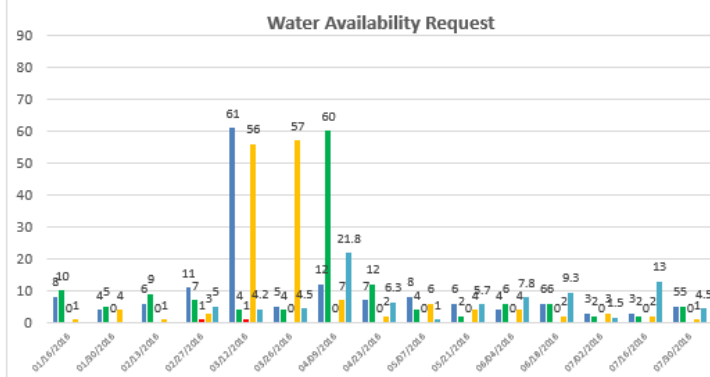
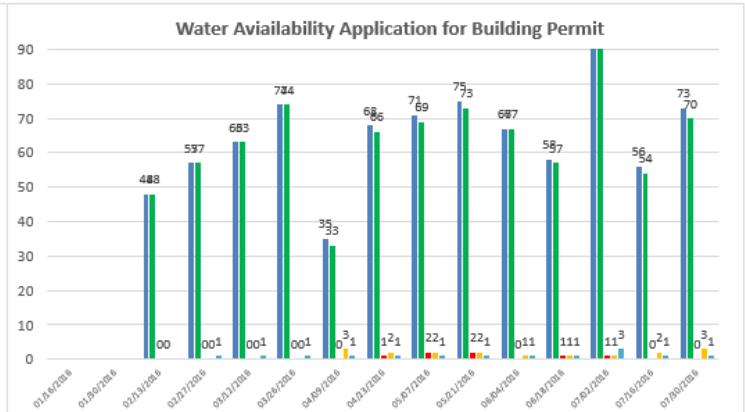
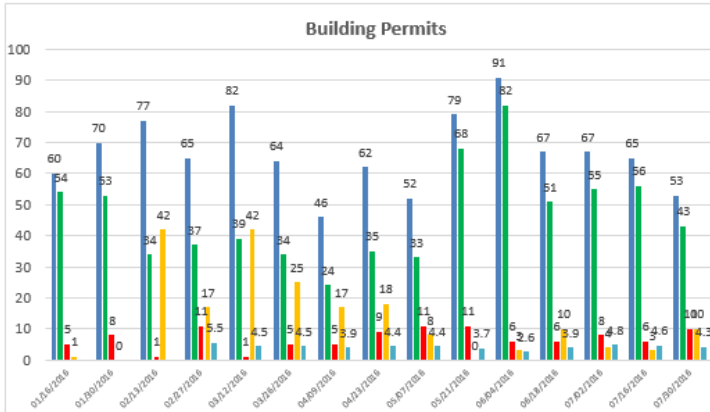


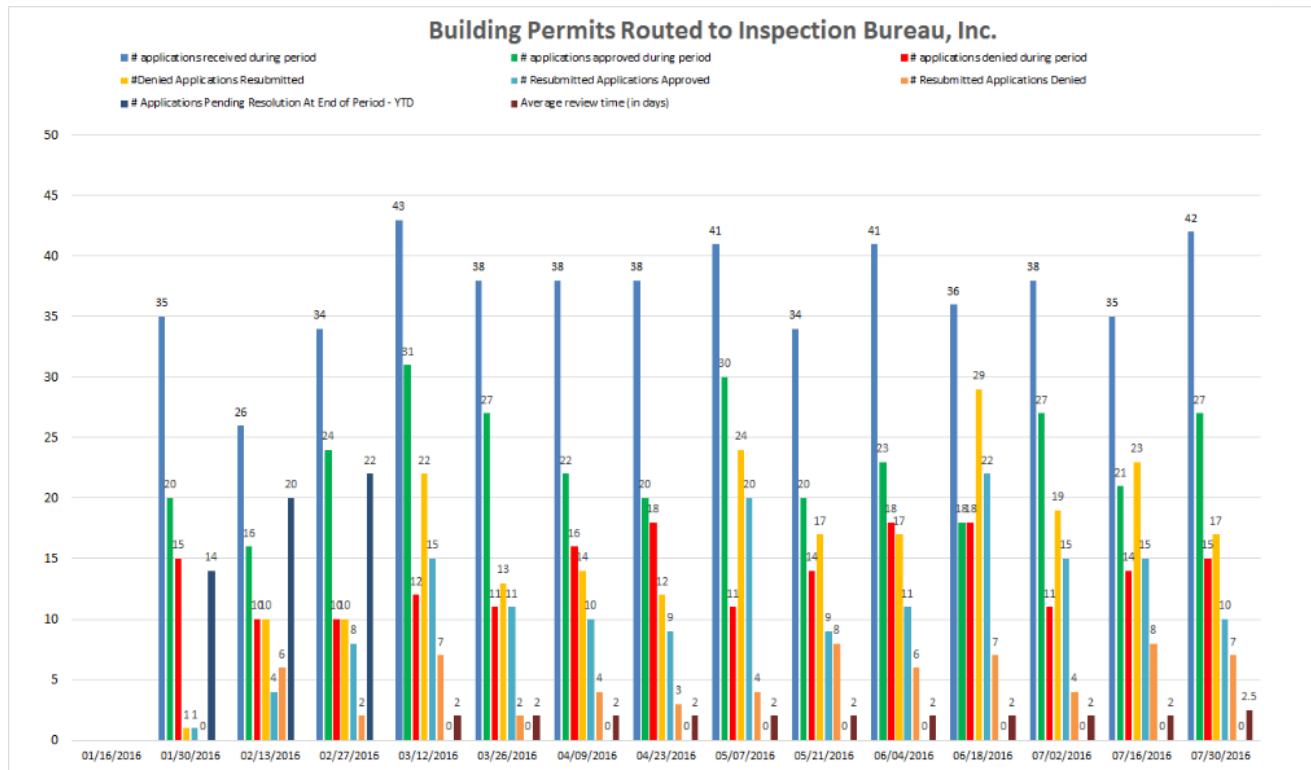
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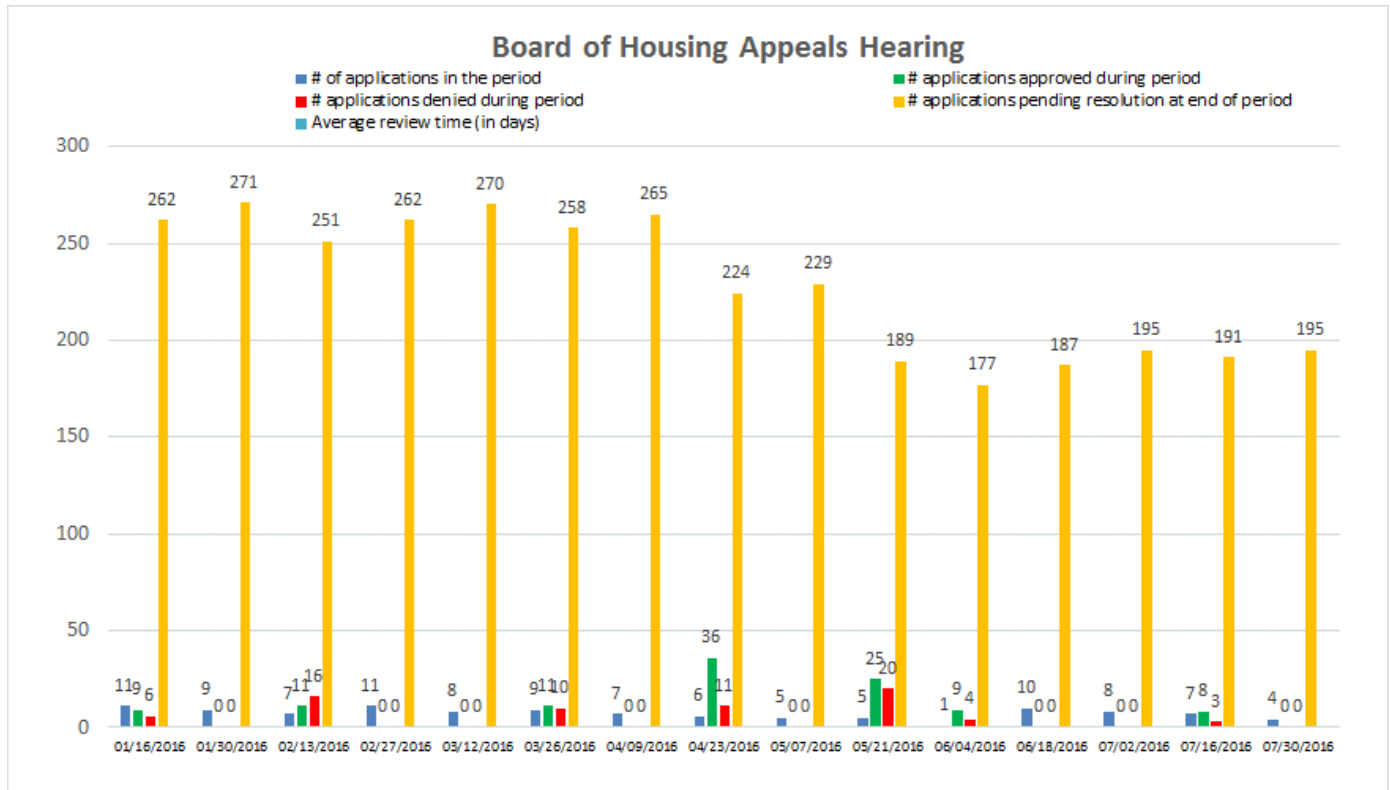
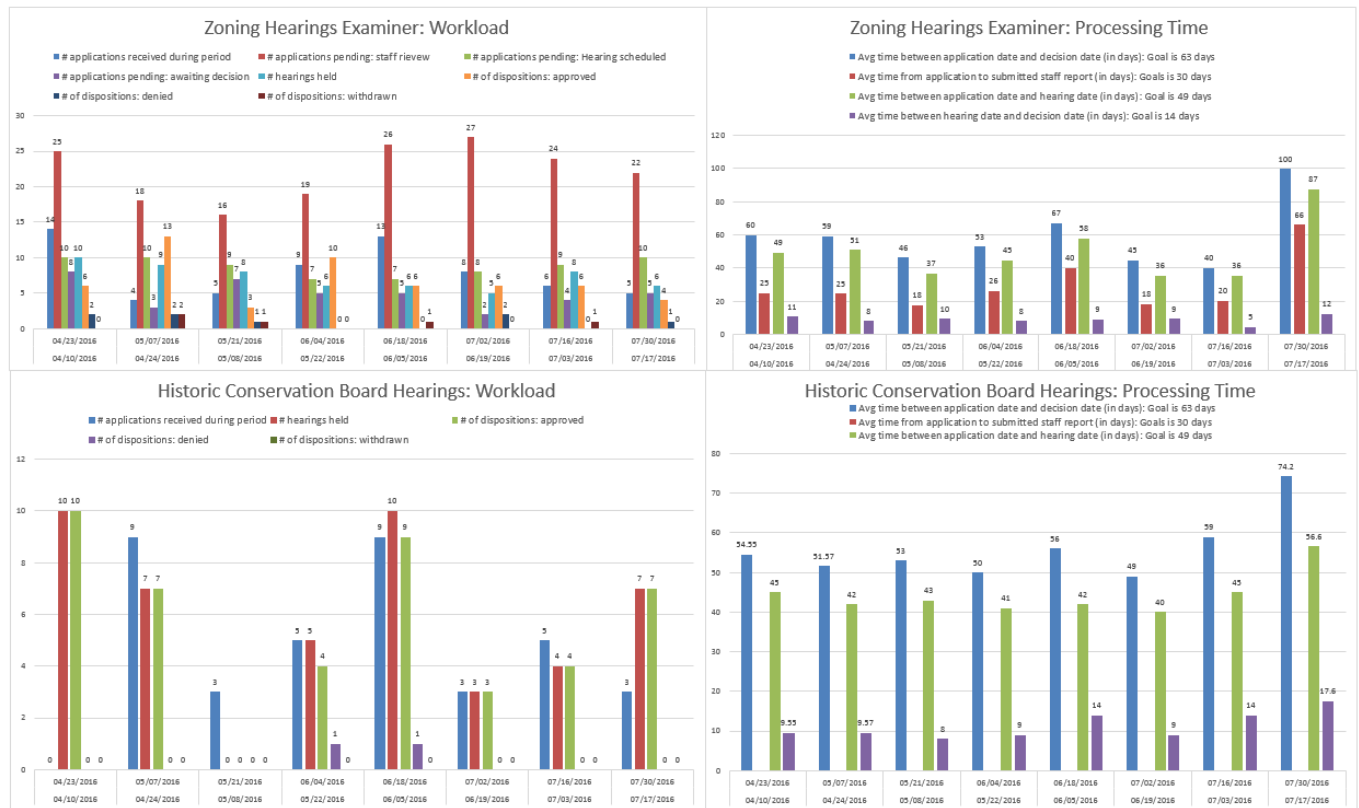
WATER

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BOARDS



Zoning

